

BEFORE THE  
POSTAL RATE COMMISSION  
WASHINGTON, D.C. 20268-0001

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POSTAL RATE AND FEE CHANGES, 2006

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Docket No. R2006-1

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS PAGE  
TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE  
(OCA/USPS-T23-21)  
(August 4, 2006)

The United States Postal Service hereby provides the response of witness Page to the above listed interrogatory of the Office of the Consumer Advocate, filed on July 21, 2006.

The interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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**OCA/USPS-T23-21.** This interrogatory requests information on the costs of the help desk for Confirm service. Please refer to your response to OCA/USPS-T23-8.

- a. Please confirm that the costs of the help desk are volume variable with respect to the number of scans provided to Confirm subscribers. If you do not confirm, please explain.
- b. Please confirm that the costs of the help desk are not variable with respect to the number of calls received from Confirm subscribers. If you do not confirm, please explain.
- c. Please provide the number of calls received by the help desk in Base Year 2005.

**RESPONSE:**

- a. – b. I did not get into developing costs in the same manner as the CRA. I pulled total money spent from our accounting system. I do not know the degree of variability for the help desk costs. It is my understanding that these costs are variable, and that is the extent of my knowledge. I believe the number of calls received from Confirm subscribers and other call center customers has some impact on call center costs. But I do not know what factors, such as scans, cause more or fewer calls from Confirm subscribers.
- c. There were 2,537 calls in FY 2005.